

## **BID BOARD NOTICE**

### **Request for Proposals**

#### **DEPARTMENT OF HEALTH AND MENTAL HYGIENE Medical Care Programs, Office of Health Services**

**PROCUREMENT ID NUMBER: DHMH/OHS0006**

**ISSUE DATE: September 6, 2013**

**TITLE: Technical Assistance regarding Department of Health and Mental Hygiene Long-Term Services and Supports (LTSS) Project**

#### **PROCUREMENT METHOD**

**THIS SOLICITATION SHALL BE MADE IN ACCORDANCE WITH THE SMALL PROCUREMENT REGULATIONS DESCRIBED IN COMAR 21.05.07**

#### **I. INTRODUCTION**

##### **BACKGROUND:**

Maryland is currently embarking on a transformation of its system of long-term services and supports (LTSS). As programs change and evolve, the need for flexible, responsive technology to manage large volumes of data related to participant application, enrollment, and participation in LTSS is vital to the success of the programs. Federal requirements for quality monitoring and assurance cannot be met without technology support to gather, manage, and analyze data. To meet the need for technology, the Department of Health and Mental Hygiene (DHMH) has developed multiple IT systems that now require integration. A contract has been established with a vendor to complete the work of integrating existing systems and develop new functionality required to implement opportunities offered through the Affordable Care Act, specifically the extension of the Money Follows the Person Demonstration, Balancing Incentive Program, and Community First Choice State Plan personal care option.

The vendor shall keep itself informed of and comply with all applicable laws, regulations, policies, standards and guidelines affecting information technology projects applicable to its activities and obligations under the TO Agreement, as those laws, policies, standards, and guidelines may be amended from time to time. The vendor shall adhere to and remain abreast of current, new, and revised laws, regulations, policies, standards and guidelines affecting project execution and it shall obtain and maintain, at its expense, all licenses, permits, insurance, and governmental approvals, if any, necessary to the performance of its obligations under the TO Agreement. The following policies, guidelines and methodologies can be found at <http://doit.maryland.gov/policies/Pages/ContractPolicies.aspx> under "Policies and Guidance." These may include, but are not limited to:

- The State's System Development Life Cycle (SDLC) methodology
- The State Information Technology Security Policy and Standards
- The State Information Technology Project Oversight
- The State of Maryland Enterprise Architecture

## **II. PROCUREMENT SPECIFICATIONS**

### **SCOPE OF WORK:**

The purpose of this procurement is to engage a vendor to conduct a review of the LTSS vendor's technical infrastructure and systems operations (i.e. server administration, IT operations and application administration). To ensure the LTSS system can support the business functions and usage volumes, the successful bidder is required to conduct stakeholder interviews, review technical configuration documentation, assess systems operations, conduct independent research, and review project files and documentation. In executing the assessment and developing deliverables, the vendor shall apply recognized industry proven methods and standards. The successful bidder will complete a Report of their findings and recommendations. The resulting Report deliverable shall capture project disposition along with recommended solutions to deficiencies. Findings shall be categorized to describe project strengths, weaknesses (including issues and risks), and any corrective actions recommended by the vendor.

### **DESCRIPTION OF SERVICE:**

The vendor shall provide services as described below:

1. Review the LTSS system documentation;
2. Meet with DHMH and the LTSS system vendor's technical staff;
3. Complete an assessment of the system and operations and compile in a Findings and Recommendations Report; and,
4. Present to DHMH the findings and recommendations.

### **Deliverables:**

1. Findings and Recommendations Report
2. Final Presentation of the Findings and Recommendations

### **Mandatory Requirements:**

Preference will be given to vendors who have:

1. This vendor shall have a minimum of five (5) years (within the last 10 years) of experience designing, building, and implementing IT systems, including integration with external system interfaces, and web components.
2. This vendor shall have at least two (2) years of experience implementing technical infrastructures utilizing the State's policies, guidelines and methodologies.

3. This vendor should have at least 3 years experience working trading partners and clearinghouses to process the following X12 EDI transactions (i.e. 837, 835, 277CA, 997, 999, 270, and 271).
4. This vendor shall have experience documenting usability, capacity, performance, reliability, design, implementation, interface, and physical requirements.
5. The vendor shall have experience with various Microsoft software packages such as .Net for web applications, SQL Server database, SSRS, and Lync Platform.
6. The vendor shall have experience with virtualized server architecture.
7. This vendor shall have a minimum of five (5) years experience in the Healthcare industry.

**PROPOSAL SUBMISSION INFORMATION:**

**Responses shall be submitted by mail to the Procurement Officer in three files; one for the technical proposal, one for the financial proposal and one for the PIA copy of the technical.**

The Offeror shall submit by **mail** the technical and financial proposals in the following manner:

**The Technical Proposal shall include:**

1. A transmittal letter on the Organization's letterhead with the name, telephone number, e-mail address, fax number, Social Security Number/Federal Employer Identification Number and position/title of the individual who will serve as the primary contact for the contract.
2. Brief description of the Offeror's understanding of the project.
3. The Offeror's qualifications as follows:
  - a. Examples of relevant projects or engagements
  - b. Resume(s) of key staff
4. References of 3 prior clients including name(s) and telephone number(s).

**The Financial Proposal shall include:**

- a. Total cost for this proposal (including direct and indirect costs)
- b. Total contract not to exceed \$25,000.

**All questions regarding this solicitation must be email to the Procurement Officer.**

### **III. SELECTION PROCESS**

#### **EVALUATION CRITERIA:**

##### **Technical Proposal**

The criteria to be used to evaluate each Technical Proposal are listed below in descending order of importance:

- A. Knowledge and Experience
  - 1. Experience with technical infrastructure implementations, especially virtualized servers in a Microsoft-based environment
  - 2. Experience with trading partners and clearinghouses to process X12 EDI transactions
  - 3. State of Maryland systems implementation experience
  - 4. Healthcare experience
- B. Proposed Approach

##### **Financial Proposal**

All qualified Offerors will be ranked from the lowest (most advantageous) to the highest (least advantageous) price based on the Total Evaluated Price submitted on the Financial Proposal Form.

### **IV. TERM OF CONTRACT:**

The contract shall commence on or about September 16, 2013 and continue until December 31, 2013.

### **V. THE PROCUREMENT METHOD:      Small Procurement**

### **VI. PROCUREMENT OFFICER:**

Ms. Rosetta Sabb  
Department of Health and Mental Hygiene –Office of Health Services  
201 W. Preston Street – Room 128  
Baltimore, MD 21201  
Phone: 410-767-5999  
Fax: 410-333-5154  
E-mail: [rosetta.sabb@maryland.gov](mailto:rosetta.sabb@maryland.gov)

**Bids must be received no later than:** 2:00 PM, September 12, 2013  
Department of Health and Mental Hygiene  
Office of Health Services  
201 W. Preston Street, Room 128  
Baltimore, MD 21201

**Please fax to:** Rosetta Sabb, Procurement Officer  
DHMH-Office of Health Services  
410-333-5154

**VII. CONTRACT MONITOR:**

Ms. Susan Harrison  
Maryland Department of Health and Mental Hygiene  
201 W. Preston Street  
Baltimore, MD 21201  
Phone: 410-767-1434  
E-mail: [susan.harrison@maryland.gov](mailto:susan.harrison@maryland.gov)

**VIII. INVOICING**

Ninety days from the beginning of the contract, the Contractor shall submit to the Contract Monitor an invoice for expenditures during the first quarter. The Contractor shall submit an invoice at the end of each quarter, for expenditures during that time period following acceptance of contract deliverables.

**VIII. AWARD**

Upon completion of the Technical Proposal and Financial Proposal evaluations and rankings, each Offeror will receive an overall ranking. The award of the contract will be to the responsible Offeror that submitted a Proposal determined to be the most advantageous to the State.

**X. TIE-BIDS**

If bids are received from responsive Offerors that are identical in prices, terms and conditions and which meet all requirements set forth in the proposal, an award will be made in accordance with State Regulations 21.05.02.14B. If a tie still exists, the Offeror with the most experience shall be used to determine the successful bidder.

**XI. SUBMISSION DEADLINE:      September 12, 2013**

In order to be eligible for consideration, proposals must be received by **mail** to the Procurement Officer no **later than 2:00 p.m. Thursday, September 12, 2013**. **All proposals must include federal tax identification number or social security number.**

***MINORITY BUSINESS ENTERPRISES ARE STRONGLY ENCOURAGED TO  
RESPOND TO THIS SOLICITATION***

**FINANCIAL PROPOSAL  
DEPARTMENT OF HEALTH AND MENTAL HYGIENE**

**Technical Assistance regarding Department of Health and Mental  
Hygiene Long-Term Services and Supports (LTSS) Project**

**DHMH/OHS0006**

Contract Term on or about (September 16, 2013 until December 31, 2013 following the date of contract execution)

\$ \_\_\_\_\_  
(Note: This must be a fully loaded amount to include all direct and indirect cost outlined in the Notice)

\_\_\_\_\_  
Company or Individual Name

\_\_\_\_\_  
Address (Street, City, State)

\_\_\_\_\_  
Company or Individual Federal Identification Number

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date